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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/904,932	07/13/2001	Clayton Wishoff	ZAPME-01016US1	4715
23910	7590	10/05/2004	EXAMINER	
FLIESLER MEYER, LLP FOUR EMBARCADERO CENTER SUITE 400 SAN FRANCISCO, CA 94111			KIANERSI, MITRA	
			ART UNIT	PAPER NUMBER
			2145	

DATE MAILED: 10/05/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No.	Applicant(s)	
	09/904,932	WISHOFF ET AL.	
	Examiner	Art Unit	
	mitra kianersi	2143	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 03 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☒ Responsive to communication(s) filed on 12 July 2001.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-12 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-12 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 13 July 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892) \*
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
 Paper No(s)/Mail Date 04/2/02.
- 4) ☐ Interview Summary (PTO-413)  
 Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

Claims 1-12 have been examined.

***Claim Rejections - 35 USC § 102***

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1-12 are rejected under 35 U.S.C. 102(e) as being anticipated by (US patent No. 6,732,181).

1. As per claim 1, an interface between the server and the client. (The CSM Service Director (SD) server accesses the database maintained by the CSM Agent using structured query language (SQL) which is the standard method of accessing relational databases. End-users employing browser clients interact with the CSM Service Director (SD) server via world wide web (WWW) based communications, whereby the SD server receives service management queries from the clients, retrieves corresponding customer service information from the CSM Agent's database and generates an appropriate graphical based response which is returned to the clients for display by their browsers.

Col 3, lines 35-45)

- agent receives input from the server process to perform an action with said software application and notifies the server process of the completion of the action. (The CSM Service Director constitutes a software application that is executed on a conventional server platform known as a hypertext transfer protocol daemon (HTTPD) that runs on a UNIX based data processing unit. The HTTPD facilitates communications over the WWW between clients and the server, and an example of the HTTPD is the Netscape Enterprise Server. The CSM Service Director application consists of four major modules:

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Client UI, Service Management, Process Management, and Event Logging. The modules in general comprise autonomous processes and/or application program interfaces (APIs), which defined callable routines to derive certain information. Col 4, lines 43-54)

2. As per claims 2 and 8, the system of claim 1 wherein the server process is equipped to handle a plurality of agents. (the term CSM Agent is meant to include a New bridge Networks product known as CSM Agents. Col 3, lines 19-21)
3. As per claims 3 and 9, the system of claim 1 further comprising: a primary information source, and a cookie. (It sends out a JavaScript cookie to the client after the user Id and password are validated. Col 13, lines 6-11)
4. As per claims 4 and 10, the system of claim 3 such that the cookie is used to filter the primary information source. (The Sorting and Filtering operation handles sort and filter configurations and performs sorting and filtering of data. Sorting/filtering fields and ordering are maintained internally per user by the system. Upon reconfiguration or user action, the system's internal shared memory is accessed and updated for the sorting and filtering criteria as follows: Sorting: This action will be done on the user side in the Java applet. Filtering: Upon click of filtering field, a CGI program is started to retrieve the current filtering criteria CSM Agent database via User API and format them via Web API. Upon applying filter preference, a filter preference CGI program is started to save the filtering criteria to In-memory System Info via User API. The CGI then retrieves all the data, again via UNI/PVC API and re-sorts/re-filters the results and forms the first page UNI or PVC list via Web API. Col 10, lines 45-52)
5. As per claims 5 and 11, the system of claim 3 such that a play-list is generates by filtering the primary information source with the cookie's information. (Upon applying filter preference, a filter preference CGI program is started to save the filtering criteria to In-memory System Info via User API. The CGI then retrieves all the data, again via

UNI/PVC API and re-sorts/re-filters the results and forms the first page UNI or PVC list via Web API. Col 10, lines 48-52)

6. As per claims 6 and 12, further comprising: an interface to accept an access information. (The PVC API provides a service level interface to access object identification (OIDs) associated with Packs. It is an API between client UI and CSM Agent Informix database for configuration and status data of PVCs. Performance statistics data are also taken directly from the CSM Agent database via SQL queries. The API is defined as a dynamically linked library, such that multiple CGI programs can share a single copy of this API. Methods include: for each PVC, read of any specified OID; and for each PVC, write of alias; The PVC API uses the CSM Agent database for PVC data. SQL queries are used to get data and, a verification system to authenticate the validity of the access information. Col 13, lines 1-5) and (to enforce the user logon, functions defined using Netscape Server API are to be created. Since Netscape Server will respond to every incoming request from clients, functions can be used to authenticate users before the server starts to service the request. Four functions are defined using Netscape Server API. The first function services the logon process. It checks the user Id and password against the list stored in the application. It sends out a JavaScript cookie to the client after the user Id and password are validated. The second function services the log out process. Col 13, lines 6-11)

7. A per claim 7, a method of enabling communication between a server process and a client process in a graphical user interface environment of a computer system, comprising:  
providing a server process for controlling the display of the graphical user interface;  
providing a client process for communicating with a software application, and providing an agent between the server and the client, said agent receives input from the server process to perform an action with said software application and notifies the server process of the completion of the event. (The CSM Service Director (SD) server

accesses the database maintained by the CSM Agent using structured query language (SQL) which is the standard method of accessing relational databases. End-users employing browser clients interact with the CSM Service Director (SD) server via world wide web (WWW) based communications, whereby the SD server receives service management queries from the clients, retrieves corresponding customer service information from the CSM Agent's database and generates an appropriate graphical based response which is returned to the clients for display by their browsers. Col 3, lines 35-45) and (The CSM Service Director constitutes a software application that is executed on a conventional server platform known as a hypertext transfer protocol daemon (HTTPD) that runs on a UNIX based data processing unit. The HTTPD facilitates communications over the WWW between clients and the server, and an example of the HTTPD is the Netscape Enterprise Server. The CSM Service Director application consists of four major modules: Client UI, Service Management, Process Management, and Event Logging. The modules in general comprise autonomous processes and/or application program interfaces (APIs), which defined callable routines to derive certain information. Col 4, lines 43-54).

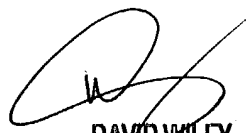
### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Mitra Kianersi whose telephone number is (703) 305-4650. The examiner can normally be reached on 7:00AM-4:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Wiley can be reached on (703) 308-5221. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Mitra Kianersi  
Sep/28/2004



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